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U.S. RAILROAD LEADER GOES PASSWORDLESS TO KEEP THEIR SECURITY ON TRACK

PROTECTING AGAINST THREATS WITH USER–FRIENDLY CREDENTIAL MANAGEMENT

The transportation industry is one of many industries currently facing increasing security threats. Data breaches can be costly and are often caused by hackers guessing or intercepting users' passwords. Organizations need security solutions that protect their data and employees on all fronts, without burdening users with complicated solutions.

One leading US railroad company discovered this after various security attacks on their employees. After investigation, they realized the breaches stemmed from users' weak passwords or passwords they were sharing with others. The company selected Axiad to help implement a passwordless MFA solution that would prevent these attacks, was easy for employees to use, and could be adapted to their security needs in the future.

Under pressure to deploy a new solution quickly to combat their security risks, the customer worked with Axiad to define their security requirements. The company ultimately selected YubiKeys as the authentication device for 20,000 employees, which Axiad ensured were integrated seamlessly into the new on–premise solution within the IT team's deadline. Although the Axiad solution comes with a ready-to-use user portal, the customer wanted to create a specialized portal for their field employees, so designed their own with Axiad's help. After numerous tests, the MFA solution was fully deployed in under two months.

Despite initial concerns from employees that the new system might be difficult to use, the IT team received positive feedback on the ease-of-use of the YubiKeys and the user portal. The Axiad solution helped the company achieve passwordless and gave them the flexibility to continue adapting and scaling their authentication security in the future.

HIGHLIGHTS

2 months to roll out a new company-wide MFA solution

30% decrease in help desk tickets post-deployment

20K+ users transitioned to YubiKey technology

"We have a true partnership with Axiad - what we had to overcome for this project was significant, but we overcame it together. The Axiad solution is world-class, and the experts on the team were able to support us and understand what we wanted at every level."

– Sr. Director of Information Assurance at the U.S. Railroad Industry Leader

THE CHALLENGE

Passwords are becoming increasingly dangerous, with hackers gaining access to critical employee and company data through weak or shared passwords. After multiple security alerts, a leading U.S. railroad company searched for a new way to authenticate their employees and keep them secure, without wasting IT resources on complex credential management systems. They chose Axiad as the security expert to get them on track to passwordless.

THE SOLUTION

With the guidance of the Axiad team, the customer selected YubiKey authentication devices to deploy to 20,000+ employees. This on-premise solution provided easy-to-use MFA for end users with a customer-branded user portal, fully integrated with existing customer workflows. The company was also able to reduce the burden on IT resources by eliminating the security threats of weak or shared passwords.

Axiad's credential management solution offered many benefits:

- Allowed the team to create simplified and easy-to-use user portals with a rich set of APIs

- Provided signing and encryption capabilities with the combined YubiKey and Axiad solution

- Gave the company the flexibility to move to a cloud solution in the future without changing their security infrastructure

THE RESULTS

Axiad worked with the railroad company along every step of the deployment, ensuring all pain points were addressed and any issues were identified ahead of time. The customer transitioned to their passwordless solution in two months. They strengthened their security ecosystem with the YubiKeys and Axiad joint solution, and reduced complexity for both the IT team and their end users. Despite initial hesitation from employees, the IT team has seen high user satisfaction for the new solution's security abilities and ease-of-use.

- They cut help desk calls by 30% once users took ownership of their credential management

- They simplified the user experience with less wasted time on password management

- They educated their employees on the importance of authentication security